


Parent Handbook

A Fun, Haven for Every Child. Caring Support for Busy Families, Every Day.



www.kidzkove.ca

Contents

CENTRE INFORMATION	2
KIDZ KOVE PROGRAM STATEMENT	3
CURRICULUM.....	12
FINANCIAL FEES	13
IMMUNIZATION POLICY	15
MEDICATION POLICY	15
Confidentiality	24
Conduct.....	24
Concerns about the Suspected Abuse or Neglect of a child.....	24
General.....	25
DISCHARGE POLICY	14
NUTRITION AND FOOD POLICY	28
ILLNESS POLICY	29
Diarrhea/Vomiting	29
Fever	29
YOUR ELECTRONIC SIGNATURE	29
PARENT INVOLVEMENT & COMMUNICATION	30
DAILY REPORTS.....	30
STUDENTS AND VOLUNTEER SUPERVISION POLICY	30
Concerns about the Suspected Abuse or Neglect of a child.....	34
STAFF INFORMATION.....	37
SUPERVISION POLICY	37
PARKING.....	37
PARENT CODE OF CONDUCT	38
SMOKING POLICY 	38
PERMITTED BEHAVIOUR MANAGEMENT PRACTICES	38
PROHIBITED BEHAVIOUR MANAGEMENT PRACTICES.....	39
REST TIME.....	40
KIDZ KOVE SLEEP POLICY	40
CHILDREN NOT COMING TO THE CENTRE.....	42
SPECIAL EVENTS	42
BIRTHDAYS.....	42
FIELD TRIPS AND WALKS.....	42
PHOTOS.....	42
ANTI-SPAM LAW	43
EMERGENCY POLICY	43
DROP OFF AND PICK UPS.....	43
SUNBLOCK.....	43
OUTDOOR ACTIVITY	43
INCLEMENT WEATHER.....	44
CLOTHING POLICY	45
PERSONAL ITEMS AND TOYS	45
SUSPECTED CHILD ABUSE POLICY.....	45
CONFIDENTIALITY POLICY	46
COMPLAINT RESOLUTION PROCEDURES.....	46
CHANGE OF INFORMATION	46
CENTRE POLICY	46
WHAT YOUR CHILD WILL NEED AT KIDZ KOVE	46

KIDZ KOVE PARENT POLICIES AND INFORMATION

Thank you for choosing Kidz Kove Childcare Centre for your family. We hope that through cooperation and communication, your years with us will be enjoyable and fulfilling. This handbook was revised and updated on November 14, 2023. As of November 1, 2022, Kidz Kove is a participant in the Canada-Wide Early Learning & Childcare (CWELCC) System. As of September 1, 2023, Kidz Kove accepts Subsidy through the Region of Peel. For more information on your qualifications, please contact the Region of Peel's Children's Service. Child care subsidy - peelregion.ca

Kidz Kove serves children from infant to preschool (under 18 months up to 4-6 years old) and promotes optimum development of children through the delivery of high-quality early learning programs and services, and through educational and informal support to parents. Our services are delivered with a range of community partners, including parents, educators, and other professionals.

Our Childcare Centre operates Monday to Friday, 6:30 A.M. to 6:00 P.M. SHARP from January to December each calendar year and observes the following statutory holidays listed below.

Communication with Families:

At Kidz Kove, we know how important it is to you as a parent to have all the details of your child's day at our program, which is why our Early Childhood Educators keep parents/guardians informed through:

- Daily face-to-face communication with families upon arrival and departure times, and weekly program documentation highlighting learning that occurred during a play experience through our Sandbox Parent Portal and App.

Communication with Families:

At Kidz Kove, we know how important it is to you as a parent to have all the details of your child's day at our program, which is why our Early Childhood Educators keep parents/guardians informed through:

- our program newsletters
- Regular Email communication through Kindertales

The Centre will be closed for all statutory holidays

Family Day	Civic Holiday	Christmas Eve- December 24
Good Friday	Labour Day	Christmas Day – December 25
Easter Monday	Thanksgiving Day	Boxing Day – December 26
Victoria Day	Canada Day – July 1	New Year's Eve- December 31
		New Year's Day – January 1

Our Centre is closed the 4th week of July every year.

KIDZ KOVE PROGRAM STATEMENT

Kidz Kove Early Learning Academy provides a program and curriculum that is consistent with the Ministry of Education's policy and guidelines. We are proud to participate in the Canada-Wide Early Learning Childcare Agreement (CWELLC) to provide affordable and quality childcare to our community. Our programs are consistent in our approaches with "How Does Learning Happen?" Ontario's pedagogy and vision for the early years.

Our core principles mirror the Early Learning for Every Child Today (ELECT) guiding principles taken from "How Does Learning Happen?" Ontario's Pedagogy for the Early Years. Our pedagogical approach requires educators to be partners, designers of the play environment, planners

Kidz Kove offers a wide range of developmentally appropriate programs for children, including Montessori, HighScope, Emergent, and Fusion programs. With partnerships in curriculum, nutrition, music, health, and recreational fitness programming, we are committed to providing families with the very best care, programs, and child development Ontario has to offer.

Mission Statement

Kidz Kove recognizes that children are Competent, Capable, Curious, and Rich in Potential. Our centre strives to be a diverse community of students, parents, and staff, dedicated to creating an enriching educational experience for stakeholders. Within our environment, children from infants to preschool age will be empowered and inspired to reach his or her full academic, emotional, and physical potential. All children are unique individuals, and the Kidz Kove learning environment supports our children to discover new concepts, uncover hidden mysteries, and imagine new possibilities. We offer a wide variety of developmentally appropriate programs for children, including both child-initiated and adult-supported. Our team aims to provide a well-balanced learning environment where children are free to observe, question, experiment, and explore.

Consistent with Ontario's vision for early learning and How Does Learning Happen? our programs are built around the following core principles that are important for children to grow and flourish to their fullest potential:

Excellence Integrity Leadership

1. Excellence

At Kidz Kove, we offer age-appropriate, professional, and well-thought-out curriculums, designed to establish a strong skill base and love of learning. Our learning environment is inquiry based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. This allows children to experiment with and understand social roles and acquire problem-solving skills by interacting with each other. The wide range of play opportunities throughout the day relieves stress and pressure for children and allows them to cope with their feelings. They control the experience through their imaginations, and they exercise their powers of choice and decision-making as the play progresses, which promotes self-regulation. Early learning enables children to develop the confidence to tackle problems, overcome obstacles, and succeed. We understand the impact quality education can have on young children and are committed to fulfilling a high level of excellence within our centres. The core of that excellence begins with our educators, who are trained and qualified to provide a superior level of instruction and teaching.

2. Integrity

Kidz Kove ensures we demonstrate this in our organization by:

- Ethically and consistently implements the vision of the organization.
- We are accountable to all stakeholders to better serve our communities
- We are open and transparent in sharing information and decisions.
- Consistently applies Ministry policies and procedures to all programs and staff.
- provides guidance and professional development to staff in response to feedback from parents

Our educators recognize self-regulation as the ability to effectively deal with a stressor and then recover. True to our goal of inspiring the Soul, we develop the children's social and emotional needs throughout their journey. We follow a positive child guidance model that includes recognizing why a child behaves in a certain way, encouraging children to regulate their own behaviour by giving them choices. When necessary, children are given time away from the situation to reflect on their behaviour with the support of our educators and consider more appropriate responses.

Our educators will ensure that they:

- Give a friendly greeting and departure to the children, families, and co-workers.
- Model a calm and relaxed manner.
- Speak in a clear, pleasant, and natural voice
- Use developmentally appropriate language and directions
- Initiate and build on conversations with children.
- Listen to children and use questions to clarify.
- Respond positively to children's emotions and help them identify their emotions.
- Use positive reinforcement to develop the children's self-esteem and decision making skills
- Deal calmly with conflicts and ensure that children are encouraged to solve problems when possible.
- Model positive and respectful relationships and interactions with co-workers.

Prohibited Practices at Kidz Kove include:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth;
- Depriving the child of basic needs, including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- Inflicting any bodily harm on children, including making children eat or drink against their will.

In the event that the Management team observes or is made aware of staff using a practice that is not supported by Kidz Kove, they will address the situation with the staff member according to the procedures outlined in the Behaviour Guidance Policy and Disciplinary Policy.

3. Leadership

Kidz Kove ensures we demonstrate this in our organization by:

- Anticipates and responds to change through innovation.
- Advocates for policies that reflect the needs of children and families.
- Collaborates and cooperates with community partners to support the staff

Above all else, we believe that nothing should take precedence over the well-being and safety of our children. Kidz Kove is dedicated to providing the very best foundation for children to play, grow, and develop. We recognize nutrition as a key element for this foundation.

Our meals are served family style, allowing the children to serve themselves, further developing their self-regulation skills. Infants under 12 months of age are fed in accordance with written instructions from a parent of the child. We will work with parents to assist in transitioning children onto table foods and our centre menu in readiness for their move to the toddler program.

All Kidz Kove Centres are Nut Free and Allergy Aware environments.

Our programs also develop and encourage a strong link between good physical health and outdoor play. Activity, fitness, and play are all key elements of our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance, and recreation.

All of our children spend a minimum of two hours outside on a daily basis, weather permitting.

While we recognize that not all young children will need a mid-day nap, and that some children will need a longer time to relax and sleep than others, we believe that all young children benefit from an opportunity for rest to help balance their active play. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Our Sleep Supervision Policy ensures that all children are monitored on a regular basis during rest times and that those sleep checks are documented. Parents are required to provide details in respect to their child's sleeping arrangements upon enrolment and will also be consulted at other times, such as when transitioning to a new room, or upon a parent's request, to ensure the child's

needs are being met. Staff will ensure that they communicate with parents about any significant changes in a child's sleeping pattern or behaviour so that adjustments can be made if necessary.

Our infant programs have a separate sleep area with individual cribs adjacent to the playroom. We are obligated to ensure that children younger than 12 months are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep (i.e., placed on their backs), unless otherwise recommended in writing by the child's physician.

To ensure consistency between home and childcare, infants follow their own individual nap schedules provided by their parents. When ready, our Educators will work with parents to transition the infants to one nap time per day in readiness for their move to the Toddler Program.

Each child in our toddler, preschool, and kindergarten programs is provided with an individual cot for their rest period of up to two hours in length, and they are permitted to sleep, rest, or engage in quiet activities based on their individual needs, while ensuring that sleep patterns at home are not disrupted.

Safety is of the highest priority, and all of our centres have some form of security at the entrances and exits. Parents will be buzzed in upon arrival at the centre.

Our progressive play-based curriculum is complemented by an emergent curriculum. Through our daily 'Engage, Observe, Reflect' documentation, our Educators create a curriculum based on the children's interests and needs inside and outside learning environments. These observations and reflections are recorded in weekly learning stories and available for parents to view.

Infant Program (ages 3 months to 18 months)

The aim of the infant program is to foster the development of basic trust and to assist in the normal development of the personality. Basic trust develops in an environment where people respond appropriately to the infant's communication of needs to be loved, respected, and accepted. Infants learn through their senses. They learn by watching and moving freely in the environment.

The Toddler Program (ages 18 months to 2.5 years)

Learning is the most fun during the first three years of children's lives as they absorb their environment unconsciously. Our Educators lead classes using age-appropriate materials and activities that are designed to provoke interest and involvement. Classrooms are carefully planned to meet the needs of toddlers and organized for their convenience.

The Preschool Program (ages 2.5 to 6 years)

The core principles of our emergent fusion program begin at the preschool age. Beginning with practical and social skills, children learn to take responsibility for themselves and their environment. Academics are introduced through concrete, manipulative materials that utilize all five senses and lay the groundwork for abstract thinking. Each child develops initiative and leadership abilities during this stage.

The Emergent Approach:

Our emergent curriculum approach allows educators to plan the environment, giving the children choices based on their interests, skills, and needs. It is child-initiated and allows for student-led expeditions, inquiries, and investigations. It further allows our educators to support children's learning and encourages consistent self-reflection and professional growth, so they may always improve the quality of the classroom experience

The emergent approach is successful because the learning process is more important than the end product, and it allows the educator opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks, or months.

Documentation

Documentation is a means to study children and give visibility to their competencies. It is a means to understand what children think, what they know, what they know how to do, and what they are curious about.

In order to record and document the children's learning experiences, our educators use a process called "Engage, Observe, Reflect".

Engage: What did I introduce/provoke? Observe: What did I see? What did I hear? Reflect: What can happen next?

Our Educators Engage with and Observe the children on a daily basis and as they Reflect upon their observations, they are able to prepare and plan activities that support the children's interests and developmental needs.

Documentation brings visibility to the children's learning and allows our Educators to record the children's learning experiences in order to analyze and reflect on these observations.

Building Positive Relationships among Children, Families, Staff, and Community Partners.

Kidz Kove encourages regular and open communication with families. Our parent engagement tool allows our staff to provide detailed reports about the children's day in regard to meals, rest, bathroom, and activities. Along with an open-door policy, our annual parent survey provides the opportunity for parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services.

Monthly calendars and newsletters are provided to families to keep them updated with upcoming events and other information pertaining to the centre's operations.

Regular special events, for example, Mother's and Father's Day Socials and Holiday Celebrations, provide our parents the opportunity to spend time with their children at the centres, while connecting with our Educators and other families.

Kidz Kove works closely with all local community agencies and partners to support children, families, and staff and provide the very best care that we can.

Professional Development

We recognize professional development as a key component of a high-quality early years program. Kidz Kove will provide opportunities for all staff to learn and develop in their role.

Professional development is ongoing for staff, and where available, we engage in local program development initiatives, for example, Raising the Bar and Quality First, to ensure a commitment to best practices and to continually develop and ensure high-quality environments and interactions for children in our programs.

Our RECE staff are required to take part in Continuous Professional Learning in order to maintain their membership with the College of ECE. Kidz Kove is committed to building the knowledge, skills, and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff.

We believe that our Educators and children should be emotionally and intellectually engaged with each other in learning. Our Educators reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

A copy of the Program Statement will be provided to all Parents and will be available on our website.

The Program Statement is a living document and will be reviewed on a minimum of an annual basis to ensure it meets the needs of the children in the centre.

The Program Statement must be reviewed with staff, volunteers, and students, prior to commencing employment, and on a minimum of an annual basis or when any changes take place. It must be implemented and monitored for compliance and contraventions, and the record of monitoring, outlining observed compliances and contraventions, will be recorded on the Program Statement, Policy and Procedures Monitoring Record Form.

Records about the monitoring of our program statement and policies are retained for a minimum of three years

CURRICULUM

We follow a HighScope Learning Pedagogy with a Montessori Blend. Each classroom's Lead Teacher is a graduate of a recognized Early Childhood Education program. The teacher plans the children's activities, stories and songs around the children's interests in the classroom, taking into consideration their development as individuals and as a group and "How Does Learning Happen?". Please check the bulletin boards to see what your child is involved in each week so you can further their learning at home.

It is also important to take home your child's artwork, as he/she is very proud of his/her accomplishments. Artwork can take many forms and teacher's love taking many pictures throughout the day to showcase what the children are doing and learning in the classroom. Sometimes art is not paper and glue but rather an intricate block tower with beads and

ribbon. Teachers will take pictures of these master pieces to send home so you can see exactly where their creativity is. Your child will benefit most from the program if they arrive no later than 9:30 AM.

RATES: Effective January 1, 2026, **all rates will be \$22** per day for all **programs, which is considered the base fee**. A \$500 deposit is also required to secure your child's spot, once the centre has confirmed availability. This fee is also considered the base fee

All other costs are non-base fee items, which include but are not limited to: late fees and NSF fees. For further clarification, please refer to APPENDIX A for all base and non-base fee-related charges.

FINANCIAL FEES

Fees are applied to all days that Kidz Kove is open, as well as statutory holidays and sick days. Fees are due on the 1st day of every month before 6:00 pm. If the 1st of the month falls on a weekend, your fees will be due on the last Friday of that month. Any payment received after will result in a \$50.00 late fee charge.

Fee payments **include statutory holidays** and days your child **may be absent** due to **illness or vacation days**. No deduction will be made for any of these days to guarantee your spot upon return. There is no break in your child care fee at any time of the year.

Parents will be charged 100% of their child's regular monthly fee as a holding fee during this period to save their child's spot when your child is away for **vacation** or any **other extended leave**, unless they formally withdraw.

If you choose to change the program of your child, i.e., moving from full-time to part-time enrollment, no guarantee is made that the previous program will be available to you in the future. For example, a student who is reduced to 3 days per week for the summer months is not guaranteed a full-time spot in the month of September.

A late fee of \$3.00 per 1 minute per family will be charged to those arriving after **6:00 pm** on the next billing period.

There is a \$500 deposit held on file, as a credit towards your last month of service. All balance will be refunded back to families on the last day of care. All forms, including registration package, and immunization forms **must** be completed **prior** to your child's start date.

Kidz Kove requires a void cheque for auto-withdrawal; payments are on monthly schedule. NSF is subject to \$150.00 fee. Failure to provide payment prior to start date does not guarantee your spot.

You will be charged monthly once enrollment commences at the rate of the program in which your child begins the cycle in. Mid-week transitions will not be prorated for fee credits.

Fees are subject to change per Ministry of Education CWELCC Guidelines.

WITHDRAWAL POLICY

A 60 days written notice must be given to Kidz Kove before withdrawing your child. The child should attend during this notice period, and all outstanding balances must be paid before the child leaves.

Your deposit will apply towards your last month of your notice period. Any remaining balance from the deposit will be refunded to the families.

Movement from full-time to part-time programs is considered to be a withdrawal and requires a 30-day notice.

You may be asked to withdraw your child from Kidz Kove if he/she continually shows signs of aggression, for late payment of fees, for non-payment of fees, or if it is felt that the Centre is not meeting the needs of your child.

CREDITS

From time to time, parents may have credits on file, such as overpayment of their monthly tuition, mandatory closure for professional learning days, a sibling leaving, or is credit from their deposit. In this case, parents will be given the option of getting a refund via Interac e-transfer or receiving a credit, which will be automatically used towards future tuition. All credits are always documented with accurate descriptions in their account ledger. Such as: Credit ROP PL closure \$22 daily rate.

DISCHARGE POLICY

In the case of a missed payment, the following payment and NSF fee will be applied to the next billing cycle, resulting in a double payment plus all applicable NSF fees. If an NSF fee is incurred in the following billing cycle, all outstanding fees (regular monthly payments plus NSF fees) must be paid via a certified cheque.

Week after the last billing cycle. The centre supervisor will request in writing the date that the certified cheque is to be due.

If a certified cheque is not submitted one (1) week after the last NSF charge and payment does not occur, immediate termination will follow, and a letter informing parents of the last day of care will be sent. If payments are continuously missed, it is at the discretion of the Director to determine whether or not to continue child care.

APPENDIX A

Fees Chart

Base Fees	Non-Base Fee
One time Deposit = \$500- last month of care	Late Tuition Fee = \$50
CWELCC Tuition Daily Rate = \$22	Late Pick Up Fee \$3 per minute
	NSF = \$150

LOCAL, NATIONAL, OR GLOBAL EMERGENCY- FEES

In the event of a local, national, or global emergency or pandemic, all parents' fees will cease, and all parents will have their spot(s) reserved without penalty if the childcare centre is mandated to shut down and stop operating. Should the centre remain open, or be allowed to reopen after a closure, all fees will resume. Should a parent decide to keep their child(ren) at home, they must inform us within 5 business days of their formal withdrawal from the program. Without a notice of withdrawal, the family is still responsible for their full fees during any absence while the centre is allowed to operate and continues to operate.

EMERGENCY PREPAREDNESS POLICY

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergencies. The centre has an emergency management and procedures policy. **Alert Parents: When we have reached the evacuation point, the Director or Designate will call the centre and update the voicemail box, or send out a message via email or through the parent App.**

The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: **South East side of the parking lot, along the fence**. If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located

at: **Church's Chicken (next door)**. If Church's Chicken is unsafe to relocate to, we will evacuate to **Mississauga Hardware, behind our facility**

Note: All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Director or designated staff in charge will provide directions for the immediate response and next steps. Staff will follow the direction given.

If any emergencies result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergencies will be documented in detail by the Director or Supervisor in the daily written record.

Alert Parents: When we have reached the evacuation point, the Director or Designate will call the centre and update the voicemail box, or send out a message via email or through the parent App.

After an emergency has ended, the staff will go through a recovery phase, which includes contacting the Program Advisor with the Ministry, the Insurance Company
If needed, and Staff will provide support to children in their groups, if they need extra support and have experienced distress during the experience.

The Director/Supervisor will provide support for Staff who have experienced distress during the experience. They will provide support in the group that this staff was in charge of, if the staff cannot assist with their group anymore.

IMMUNIZATION POLICY

All children seeking admission into our program will be required to be fully immunized in accordance with Public Health's childhood vaccination schedule. Kidz Kove does not accept the Statement of Exemption for enrollment purposes. Parents must provide updated Immunization records before starting with Kidz Kove, and once enrolled, records must be updated within a reasonable time frame. All records must be from a medical officer of health. Any immunizations that are not updated to Kidz Kove may cause termination of care.

MEDICATION POLICY

The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at

the child care centre and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified:

Prescription, intended for acute, symptomatic treatment; and
Over-the-counter, intended for acute, symptomatic treatment.

The policy and procedures support children's health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;
- prevent accidental ingestion;
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- Safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

Parents who intend for their child(ren) to have any medication must first bring it to the office for intake. Upon intake, the parent will be asked to fill out a Medication Authorization Form in full and sign it. This form will then be signed by the supervisor as well as the classroom staff. This form will explain the details of the medications including the name of the medication, the dosage to be given, the time(s) to be administered and a description of when it is to be given (i.e. "when temperature reaches 38C). This form MUST be filled out prior to the administration of ANY medication. Failure to provide the office with the required form will result in the medication not being administered. No staff can administer medication without the Medication Authorization Form being filled out and signed.

All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

- All drug or medication containers must be clearly labeled with:
- The child's full name;
- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication for prescription medications; and

- The expiry date of the medication, if applicable.
 - The information provided on the written parental authorization must match with all the requirements listed above.
 - Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labeled container, Kidz Kove Childcare Centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

Over the counter medication will only be permitted to stay on Kidz Kove Childcare premises in the case of an emergency allergy medication such as Benadryl being needed for a child with an anaphylactic allergy, this medication may be on Kidz Kove premises longer than 5 days **IF** the child's Individual Care Plan ("ICP") has been signed by a doctor, parent and supervisor requiring the Benadryl to be administered before the epinephrine. Kidz Kove has developed this policy in response to the Ministry of Education directive to all licensed child care operators. This anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students on placement, volunteers and visitors at Kidz Kove. Anaphylaxis is a severe systemic allergic reaction which can be fatal. The allergy may be related to food, insect stings, medicine, latex, exercise etc.

ANAPHYLACTIC POLICY

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students, and volunteers at the child care centre and will be kept in the program room of the child, in the emergency backpacks and kitchens, or any place food is prepared.
- **All** individualized plans and emergency procedures will be reviewed with the parent of the child on an annual basis to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.
-

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students, and volunteers at the child care centre.

- Do not serve foods where the ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for the diet provided by a parent will be implemented.

- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens before attending the child care centre (e.g., by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.
-

Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.
-

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through the bulletin

- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.
-

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.
-

Training

- The licensee will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.
-

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Additional Policy Statements

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Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
<p>A) A child exhibits an anaphylactic reaction to an allergen</p>	<ol style="list-style-type: none"> 1. The person who becomes aware of the child's anaphylactic reaction must immediately: <ol style="list-style-type: none"> i. implement the child's individualized plan and emergency procedures; ii. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and iii. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). 2. Once the child's condition has stabilized or the child has been taken to hospital, staff must: <ol style="list-style-type: none"> i. follow the child care centre's serious occurrence policies and procedures; ii. document the incident in the daily written record; and iii. document the child's symptoms of ill health in the child's records.
<p>B) A child is authorized to carry his/her own emergency allergy medication.</p>	<ol style="list-style-type: none"> 1. Staff must: <ol style="list-style-type: none"> i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; ii. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); iii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and iv. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

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Glossary

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergycanada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts
- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

[insert additional definitions]

Regulatory Requirements: Ontario Regulation 137/15

Anaphylactic policy

39.

(1) Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care or in-home services has an anaphylactic policy that includes the following:

1. A strategy to reduce the risk of exposure to anaphylactic causative agents, including rules for parents who send food with their child to the centre or premises.
2. A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
3. Development of an individualized plan for each child with an anaphylactic allergy who,
 1. receives child care at a child care centre the licensee operates, or
 2. is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services.
4. Training on procedures to be followed in the event of a child having an anaphylactic reaction.

(2) The individualized plan referred to in paragraph 3 of subsection (1) shall,

- (a) be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation; and
- (b) include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

PARENT ISSUES AND CONCERN POLICY

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the directors/ supervisors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1- 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or licensee. This can be done verbally if parties present or via email at: admin@kidzkove.ca or telephone: (905)602-6656 <p>-The issue will be addressed immediately if brought forth in person or within 2 business days via email between the supervisor/ licensee and parent</p> <ul style="list-style-type: none"> - Documented steps to resolve the issue will be provided to the parents - Follow up either verbal or written will be discussed and reviewed within 3-5 business days 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 2-3 business days. Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee via one of three methods: in person, via email, or via telephone (contact information noted below) 	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This should be done in person and</p>	<p>If families are submitting a complaint via telephone to the centre directly they must call the centre telephone number at 905-602-6656 and leave a message for the program supervisor or company directors</p> <p>If families are submitting a complaint via email they must email the program directors directly at admin@kidzkove.ca and include the purpose of the complaint in the subject line.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	<p>a follow up email to be provided by parents, which includes details of the concern. Email to be addressed to: admin@kidzkove.ca. An immediate verbal response will be provided if brought to attention in person or via telephone, or within 1-2 business days if done so in writing.</p>	
<p>Student- / Volunteer- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This can be done via one of the contact methods noted: email, telephone, in person. The concern will be addressed immediately if brought forth in person or a written response within 1-2 business days, upon discussion with all involved parties.</p>	

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the program directors via telephone at 905-602-6656 or via email at childcare@kidzkove.ca. A written response will be provided within 2 business days and documented steps to resolve the issues and concerns will be discussed and arranged with the parents, directors and all involved parties. Follow –up will occur on an ongoing/ weekly basis to ensure satisfaction and resolution of the issue/ concern.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch (contact information below)

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

<p>Contacts:</p> <p>Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca</p> <p>Program Directors: 905-602-6656 or childcare@kidzkove.ca</p> <p>Peel Children’s Aid (24hr/7 days): 905-363-6131 or 888-700-0996</p> <p>Peel Regional Police: non- emergency#: 905-453-3311 or emergency #: 911</p>
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The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns. Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of an ongoing communication with parents/guardians about the program and their children. Our staffs are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the directors/ supervisors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1- 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to

Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or ChildCare.HelpDesk@ontario.ca

Program Directors: 905-602-6656 or admin@kidzkove.ca

Peel Children’s Aid (24hr/7 days): 905-363-6131 or 888-700-0996

Peel Regional Police: non- emergency#: 905-453-3311 or emergency #: 911

SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

Kidz Kove welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part of gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students, and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff-to-child ratios.
- All volunteers and students on placement receive a full orientation prior to starting with Kidz Kove. Policies and Procedures are reviewed with them at this time.
 - The volunteers and students on placement are instructed that they must take direction and guidance from their immediate supervisor and other Kidz Kove staff.
 - Volunteers with experience in a childcare setting or working with young children and who have a clear vulnerable sector/ criminal record check will be permitted to volunteer at Kidz Kove.

Along with the steps outlined above, the licensee must also ensure that all applicable policies, procedures, and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter, and when changes occur to the policies, procedures, and individualized

plans to support appropriate implementation. The Supervisor must all ensure that students and volunteers are

never included in staff to child ratio, are supervised at all times and never left alone with children and introduce students and volunteers to parents/guardians. Students and volunteers must also, maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan; Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC; Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*; provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence and finally ensure punctuality and ensure all school logs/ hours are appropriately captured and signed off by staff as needed.

Child Care Centre Waiting List Policy and Procedures

Name of Child Care Centre: KIDZ KOVE EARLY LEARNING ACADEMY

Date Policy and Procedures Established: AUGUST 25, 2025

Date Policy and Procedures Updated:

Purpose

This policy and the procedures within provide for waiting lists to be administered transparently. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

Policy

General

- Kidz Kove Early Learning Academy will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

The wait list will be managed by the licensee/designate.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designee will provide a link to the online applications to be completed by any parent wishing to be placed on the waitlist. Placing a child on the Waiting List

2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, and children of employees of nearby homes and or organizations.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email that a space is available in their requested program.
2. Parents will be provided a timeframe of 5 business days in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents Who Inquire About Their Child's Placement on the Waiting List

1. The licensee/designate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The licensee/designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list, and therefore, only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

In the event a parent has missed their deadline to accept a spot after the acceptance period, the child will be removed from the list and can reapply to re-enter the list

In exceptional circumstances, if a parent has missed their deadline to respond, and a spot is no longer available, at the discretion of the licensee/designate, the parent will be offered the next available spot.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

- (a) explain how the licensee determines the order in which children on the waiting list are offered admission; and
- (b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

NUTRITION AND FOOD POLICY

We are a peanut free/nut free facility and the Centre will be strictly adhering to this policy at all times.

Our menus are planned to meet your child's nutritional needs based on Canada's Food Guide, the Child Care and Early Years Act and Kidz Kove's guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions. The monthly menus are posted and available to all parents. Any substitutions will be kept for the thirty days.

The Centre provides a healthy morning snack, a healthy hot meal at noon and 2 healthy afternoon snacks served after nap-time. Our Before and After school Program will provide a nutritious morning and afternoon snack. Children do not need to bring food from home. Please discuss any diet restrictions with the Centre Supervisor.

For Infants, parents are to provide formula and/or breast milk and any specialty items. Once a child begins to eat solid food, the Centre will provide blended, pureed, chopped or solid foods, and milk.

Many children suffer from allergies; please inform us if your child has any allergies upon discovery.

No foods are allowed to be brought into the centre at any time unless arrangements have been made with the Centre Supervisor.

Parents must bring in the item purchased only from a known food source and not home-made. All ingredients must accompany the product in writing. The Supervisor will approve of the item once determining that it has been purchased at a known food source and the product is a peanut/nut free item.

Children who bring foods from home in the morning or who keep food in their bags must remove these items before entering the Centre unless approved by supervisor and a Kidz Kove label will be applied to identify the food if it is enclosed on the original packaging with the ingredients listed. The Centre does daily checks all of the children's bags and discards all items regardless if the product is opened or closed.

This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is the utmost importance at all times. We ask that all families adhere to this policy.

ILLNESS POLICY

Kidz Kove staff members will not admit any children showing signs of illness upon arrival at the centre. Symptoms include: vomiting, diarrhea, rash, hives, fever, foreign matter in the eyes or ears, head lice, or ring worm. For head lice, a certificate of clearance from a lice specialist is required for re-entry. Signs of communicable diseases include: chicken pox, hand foot and mouth thrush etc. Upon determining or suspecting illness, the child will be separated from the other children and the child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff are required to make the child feel comfortable in a quiet place within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. Should the centre supervisor suspect something contagious, a doctor's note or an increased symptom free time period may be implemented.

Diarrhea/Vomiting

Children at the centre who have one episode of diarrhea/vomiting need to be monitored. If the Diarrhea/vomiting stops and the child does not seem to be ill, parents will be informed at the end of the day. If a child has two episodes of diarrhea/vomiting in one day; parents or emergency contact must be notified immediately. The child is to be picked up and may not return until stools/vomiting have gone back to normal and all symptoms of illness have been absent for 48 hours. Should the centre supervisor suspect an outbreak, a doctor's note or an increased symptom free time period may be implemented. This will be determined in conjunction with the Health Department. If your child is sick for more than 2 days a doctor's note is required to prevent an outbreak and to maintain the safety of the children and staff of Kidz Kove.

Fever

A fever is usually a symptom of an illness and may be caused by germs called bacteria or viruses. Parents must list their children's history of communicable diseases detailing the diseases; the date the child was diagnosed, and if there are any complications. Kidz Kove asks to be informed upon discovery of any health problems, food restrictions, or physical restrictions of any child. A child with a fever may not return for 24 hours, after they are fever free and able to participate in program.

Upon determining a fever of 100F (37.8C), the child's parent or guardian will be notified immediately and asked to pick the child up from the centre as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff will make the child feel comfortable within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. At no point will the child be segregated from the program. An Illness report will be completed by staff.

YOUR ELECTRONIC SIGNATURE

To the fullest extent permitted by law, Kidz Kove utilizes e-signatures as legally binding and

equivalent to handwritten signatures to signify an agreement. Staff, volunteers, outside agencies and parents shall use electronic signatures to authorize all designated internal records and transactions.

Kidz Kove's right or option to conduct a transaction on paper or in non-electronic form shall not affect its right, option, or obligation to have documents provided or made available in paper format.

PARENT INVOLVEMENT & COMMUNICATION

Kidz Kove prides itself on involving our parents and families in a mutual support system. Staff and parents must work together to provide the most suitable environment for the child. It is important for you to have regular information about your child's experiences. The staff is always open to questions, comments or suggestions regarding the program. Our staff has a wealth of knowledge about child development and experience relating to the growth of children. Communication may be in the form of emails, phone calls, or individual parent teacher meetings.

To help facilitate information sharing, Kidz Kove's website has menus, blog posts and special events such as fundraising events, field trips, etc. will be included on the website with all the information you may need. Permission forms will go out to families for any off-site field trips.

Pursuant to Canada's Anti-Spam Legislation that went into effect July 1, 2014, by providing your email and signing the registration package, you allow Kidz Kove to use your email for communication regarding your child and centre events or announcements. We will not release any of your information to outside agencies.

DAILY REPORTS

A comprehensive daily report on your child's activities and routines will be provided at the end of the day during pick up. Parents are encouraged to read these reports daily and be aware of your child's activities

during the day. This ongoing communication will ensure that your child receives the best care possible. We encourage parents to provide comments on how their child's night and/or morning was before leaving the centre as this gives your child's teacher a better understanding of the needs of your child before the day starts with us.

Our systems allow for accurate and detailed information regarding your children's daily routine as well as provide the opportunity to participate in your child's learning experience.

Incident reports, Accident reports, Illness reports, Medication Administration Authorization forms, and other like forms will be completed by staff and upon parent's arrival you will be required to authorize these forms using your electronic signature. A copy of the Incident Report is given to you once you have signed the report.

STUDENTS AND VOLUNTEER SUPERVISION POLICY

Purpose

Kidz Kove Childcare Centre welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of

the document.

Policy General

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care;
- Students and volunteers will not be counted in staff to child ratios;
 - All volunteers and students on placement receive a full orientation prior to starting with Kidz Kove. Policies and Procedures are reviewed with them at this time;
 - The volunteers and students on placement are instructed that they must take direction and guidance from their immediate supervisor and other Kidz Kove staff;
 - Volunteers with experience in childcare setting or working with young children and have a clear vulnerable sector/ criminal record check will be permitted to volunteer at Kidz Kove.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/designate must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
 - Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
 - Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
 - How to report their absence;
 - How to report concerns about the program;
 - How to manage conflict with other students, staff or volunteers and whom to report to
 - How to log their attendance and hours
 - Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
 - Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
 - Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.
 - Provide students and volunteers with important numbers and contact information for the childcare centre, the site supervisors or program director(s)

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios;
 - Ensure that students/volunteers are supervised at all times and never left alone with Children;
- Introduce students and/or volunteers to parents/guardians;
 - Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development/participation;

- Provide students and/or volunteers with clear expectations of the program in accordance

- with the established program statement and program statement implementation policy;
- Provide students and/or volunteers with feedback on their performance;
- Work collaboratively with the student’s practicum supervising teacher;
 - Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre’s policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre’s written process for monitoring compliance and contraventions.

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
 - Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
 - Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Engage with children by assisting and providing guidance during activities
 - Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*
 - Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre’s criminal reference check policy.
 - Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.
 - Ensure punctuality and ensure all school logs/ hours are appropriately captured and signed off by staff as needed.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

Student: Individual who is enrolled in an education program/school and is completing a placement.

Volunteer: An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).

PARENT ISSUES AND CONCERNS POLICY

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the directors/ supervisors and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1- 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or licensee. <p>This can be done verbally if parties present or via email at: admin@kidzkove.ca or telephone: (905)602-6656</p> <p>-The issue will be addressed immediately if brought forth in person or within 2 business days via email between the supervisor/ licensee and parent</p> <ul style="list-style-type: none"> - Documented steps to resolve the issue will be provided to the parents - Follow up either verbal or written will be discussed and reviewed within 3-5 business days 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 2-3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee via one of three methods: in person, via email, or via telephone (contact information noted below) 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-3 business days or as soon as reasonably possible thereafter.</p> <p>Document reasons for delays in writing.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. 	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

	<p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This should be done in person and a follow up email to be provided by parents, which includes details of the concern. Email to be addressed to: admin@kidzkove.ca. An immediate verbal response will be provided if brought to attention in person or via telephone, or within 1-2 business days if done so in writing.</p>	<p>If families are submitting a complaint via telephone to the centre directly they must call the centre telephone number at 905-602-6656 and leave a message for the program supervisor or company directors</p> <p>If families are submitting a complaint via email they must email the program directors directly at admin@kidzkove.ca and include the purpose of the complaint in the subject line.</p>
Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer- Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. This can be done via one of the contact methods noted: email, telephone, in person. The concern will be addressed immediately if brought forth in person or a written response within 1-2 business days, upon discussion with all involved parties.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the program directors via telephone at 905-602-6656 or via email at admin@kidzkove.ca. A written response will be provided within 2 business days and documented steps to resolve the issues and concerns will be discussed and arranged with the parents, directors and all involved parties. Follow-up will occur on an ongoing/ weekly basis to ensure satisfaction and resolution of the issue/ concern.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch (contact information below)

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Program Directors: 905-602-6656 or childcare@kidzkove.ca

Peel Children's Aid (24hr/7 days): 905-363-6131 or 888-700-0996

Peel Regional Police: non- emergency#: 905-453-3311 or emergency #: 911

STAFF INFORMATION

The staff at Kidz Kove Childcare Centre is a team of professional, caring and loving individuals. Each one of our rooms will have a number of staff according to the Child Care and Early Years Act.

Classrooms	Staff to Child Ratios
Infant 10 months-18months	1 Staff for every 3 Children
Toddler 18-24-30 months	1 Staff for every 5 Children
Preschool 30-44 months	1 Staff for every 8 Children

SUPERVISION POLICY

It is the responsibility of each staff member to ensure the safety and well-being of each child in attendance at Kidz Kove Children must be supervised during all routines such as indoors and outdoors, washroom routines, and any time the children leave or enter the classroom. Children are not to be left alone under any circumstance at any point in time.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log with the accurate times and head counts are done during all transitions. Attendance is to be done immediately upon arrival when the child is released into the care of staff and when children are released to the parent/guardian/ authorized pick-up at departure. Any absences including vacation and illness must be noted in the classroom teacher's log. The attendance must accompany the staff and children at all times. In the event of small grouping, with some of the children being outside, the attendance remains with the staff that is staying inside with their group of children.

Any person other than the parent/guardian who attends to pick-up a child from Kidz Kove Childcare Centre must be listed on the child's emergency card. In the event of an emergency when there is an alternate designated pick-up, the parent/guardian must provide written confirmation of the designated adult. The staff will verify they are releasing the child to the correct person by reviewing the person's identification with the parent/guardian's written confirmation.

PARKING

Please ensure that children are closely always monitored while in the parking lots to ensure their safety. As part of our on-going safety measures, we ask that parents do not park in-front of the centres door, or any other doors or windows adjacent to a classroom or sleep room, as this may pose a safety concern for emergency personnel and overall safety of the children in our care who may have to have access to the centre in an emergency. Kidz Kove asks all parents to park in all other available parking spots. The absence of a vehicle does not imply the ability to use the spot.

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our community. Kidz Kove's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre's community including parents or guardians, volunteers, teachers, and/or board members. These standards apply whether they are on Kidz Kove property or at centre-sponsored events and activities. All members of the Kidz Kove community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Instagram, Twitter, personal blog sites or other forms of electronic information sharing.

Any pictures taken at the centre or during centre events are for the private use of Kidz Kove families only. These pictures cannot be posted in on-line photo albums or social media (i.e Facebook, Instagram, etc.)

SMOKING POLICY

Kidz Kove Childcare Centre is a smoke free facility, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted on Kidz Kove Childcare Centre property or within 65 feet of the playground.

PERMITTED BEHAVIOUR MANAGEMENT PRACTICES

Discipline should be:

- a) related to the nature of the troublesome behaviour
- b) appropriate to the developmental level of the child
- c) used in a positive and consistent manner
- d) designed to assist the child to learn appropriate behaviour

Throughout the day there will be times when children have difficulty coping with a situation. The following is a list of discipline practices permitted at Kidz Kove Childcare Centre

1. Direct the child's attention to a different activity, redirecting the child away from the situation to a different activity.
2. Speak with the child at eye level. Give the child a chance to try again now or later. Be clear, specific and follow through with consequences set down. Staff will speak with the child in a calm voice, giving the child the opportunity to explain his/her motives.
3. The staff will be clear to the child in regard to specific natural and logical consequences that is developmentally appropriate.
4. Separate the child from the situation by redirecting them and refocusing his/her energy on a quiet activity. The child remains in the classroom as a part of the group at all times.
5. After no more than 5 minutes, go back to the child who was redirected and offer for them to re-enter the activity they were having a hard time with. Allow for them to show you that they are ready to use the activity or play with the other children correctly.
6. Incident report will be filled out by the staff, notifying the parents about the behaviour modification.
7. Inform the centre supervisor if all other techniques have been unsuccessful. The centre supervisor will help assist the situation in the room. If necessary a meeting with parents will take place to discuss alternate behaviour modification and or a daily journal to open communication with the parents.
8. With parental consent, external resources may be contacted (i.e. Region of Peel support, SNAP, CAMH etc.)
9. Staff is expected to handle all situations in a consistent and professional manner.
10. Staff must interact completely throughout the day with children including meal time, activities, circle time and outdoor time. Interaction is a key point to the teacher's job.

Note: if all these alternate measures do not succeed Kidz Kove's supervisor will write up a letter to inform of a temporary suspension or asking the child's parents to withdraw him/her from the program.

PROHIBITED BEHAVIOUR MANAGEMENT PRACTICES

The following is a list of behaviour management practices prohibited by Kidz Kove Indoor Playcentre Ltd.

1. The corporal punishment of a child;
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, except when physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Use of harsh or degrading measures that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
4. Verbally or physically threatening a child;
5. Locking the exits of the child care centre for the purpose of confining the child, or confining the

child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

6. Use of derogatory language directed at or used in the presence of a child;
7. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
8. Inflicting any bodily harm on children including making children eat or drink against their will.

REST TIME

Kidz Kove provides all cribs/cots, mattress and mattress/cot sheets for your child during sleep time. SIDS (also known as crib death) refers to the sudden and unexpected death of a healthy baby less than one year of age. **Public Health Agency of Canada, the Canadian Pediatric Society** do not know the cause of SIDS but they do know that you can reduce the risk of SIDS by:

- Laying your baby on their back to sleep and not on their stomach
- Having a smoke-free environment
- Keeping your baby warm but not hot. No duvets or comforters, sheepskin, pillows under the baby, stuffed toys in crib, and no crib bumper pads

Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by Public Health

Agency of Canada unless the child's physician recommends in writing otherwise in order for Kidz Kove to start following the sleep recommendation set out. Parent's wishes are always respects and will be followed as indicated on the registration form. If anytime sleep habits are to change please provide it in writing to the centre supervisor.

Infants are able to sleep as often as they need to. Their schedules are in place for the parents and staff to have a guide line of their day, however, their needs are met individually first and then as a group.

All toddler and preschool children are permitted to sleep, rest, or engage in quiet activities based on the child's needs. The rest time will not exceed two-hours.

KIDZ KOVE SLEEP POLICY

1. Children younger than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" published by Public Health Agency of Canada unless the child's physician recommends in writing otherwise in order for Kidz Kove to start following the sleep recommendation set out. Kidz Kove is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines

2. Parents will indicate in the Enrolment Package how children are to be placed on their crib (ie. Back) and this must be followed.
3. It is recommended that Infants be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a **physicians recommendation** and this MUST be documented on the Enrolment Package prior to the start of care
4. Parent will indicate in the Enrolment Package what (if anything) the child is to use during nap (ie. Light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced or no nap
5. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled at Kidz Kove, upon transition to another classroom or upon a parent's request
6. Infants will be fed following the written instructions provided by the parents; however, it is important to note that bottles should not be given to infants while they are laying down. Bottles should never be propped against something or left in a child's mouth when they are falling asleep or asleep
7. For children older than 12 months, the parent will indicate in the Enrolment Package how children are to be placed on their cot (ie. Back, tummy, or side) and what they are to use during nap (ie. Blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or no nap required.
8. When three (3) or more infants are in the sleep room, a staff is physically present in the sleep room to supervise the children and conduct physical checks
9. When less than three (3) infants are in the sleep room, staff are able to visually monitor the sleeping children and conduct physical checks regularly (every 10 minutes) to monitor breathing and body temperature.
10. A system must be in place to identify who is in the sleep room (i.e. using a white board with each child's name, magnetic name tags in an "In/Out" board etc.)
11. For children younger than 12 months, staff supervising rest time should circulate the sleep area (every 10 minutes) and perform physical and visual sleep checks, checking the child's sleep patterns and behaviours (ie. Checking for breathing, increased breathing sounds, tossing and turning, etc.).
12. All physical checks must be documented with any observance of significant changes in a child's sleep pattern or behaviours while sleeping (ie. Increased breathing sounds, tossing and turning, etc.) being documented. Any change in a child's sleep pattern must be documented in the child's daily report to inform parent(s) of this change.
13. For children older than 12 months, staff supervising rest time should circulate the sleep area (every 10 minutes) and perform a visual check, checking the child's sleep patterns and behaviours (ie. Increased breathing sounds, tossing and turning, etc.). Staff is not to sit in one spot and sleep time is not a staff's personal time. Staff should use this time to supervise children as they rest, cleaning the classroom, programming, printing documentation or preparing activities.
14. Lighting in the sleep room must allow for visual monitoring. Lights can be dimmed, but staff must be able to see children clearly.
15. Each child in care will have a crib or a cot labeled with their name with a crib/cot sheet. No child is to be put in a crib or on a cot without a clean bed sheet.
16. Sleep time will not exceed two (2) hours in our toddler, preschool and kindergarten classrooms. Infants may sleep for longer during the day as per the parent(s) request as some children in our care are young and require more than one (1) nap throughout the day. Their total nap time may exceed two (2) hours if there is verbal consent given by the parent(s).
17. Arrange children's cots head to foot formation with the crib/cot 46 cm (18 in.) apart with an aisle of at least 92 cm (36 in wide) to ensure children and staff can safely evacuate in case of emergency.

18. Make sure you can always see the child's face while sleeping; blankets toys must never cover a child's face.
19. Children who are having difficulty sleeping may require a teacher to sit with them and rub their back. If a child is not asleep after 30 minutes they may be given a quiet activity or some books to read quietly to help ease them to sleep or to give them some needed rest time. If after 1 hour a child is still not asleep, they are not to be kept on their bed and instead invited to sit at a table with a quiet activity if they choose to do so. Children must never be forced to sleep.

CHILDREN NOT COMING TO THE CENTRE

Any time your child will be absent or late from the Centre, we ask that you notify us by **9:00 a.m.**

SPECIAL EVENTS

At Kidz Kove we often have special events at the centre:

- Picture Day- once a year. Parents have the option of purchasing a variety of well priced packages.
- Community Helpers: Police, doctors, firefighters, nurses, etc.
- Specialized Children's Programs: i.e. Children's Entertainment, Battle Arts Academy, Zumbini, etc.

BIRTHDAYS

Every child's birthday is special and is celebrated at the Centre. Due to many food allergies and restrictions, we ask that you speak to the centre supervisor prior to bringing any food to the Centre. Any food brought into the centre without knowledge of the teachers or supervisor will be discarded immediately.

FIELD TRIPS AND WALKS

From time to time the children will participate in excursions to places of interest, planned as part of the children's program. This includes walks through the neighborhood and playground. Parents will be notified of field trips in advance, (i.e. zoo, farm, etc.). It is understood that supervision will be provided by members of the staff of the child care centre and every precaution will be taken for the safety of my child. In the event of accident or injury, Kidz Kove Childcare Centre and all staff members are hereby released from any liability.

PHOTOS

Occasionally the children are videotaped and photographed for activities . If you have any objections, please discuss it in writing with the supervisor. We strive to teach the children to be responsible for their actions, independent, creative, co-operative and self-confident.

A part of our daily programming with the children involves a number of adventures throughout the day; we love to share these moments with our parents and staff as they are essential building block for our children's growth. In order for us to share these moments with you, by signing the photo authorization you are consenting

Kidz Kove teachers to take pictures of your child with other children in the picture and giving permission to send it home. By giving permission, your child may be in a picture that goes home with another child.

Kidz Kove would like to remind everybody, any pictures taken at the centre or during centre events are for the private use of Kidz Kove families only. These pictures cannot be posted in on-line photo albums or social media (i.e. Instagram, Facebook, Twitter, etc.).

Any photos taken of your children will be used for Kidz Kove purposes only and will not be used for any other purpose without written consent from you the parent and/or guardian.

ANTI-SPAM LAW

At the time of enrolment, Kidz Kove will collect personal information such telephone numbers and emails with the intention of communicating with parents about upcoming events, centres news or important reminders. Additionally, telephone numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent the collection, use, or disclosure of personal information. Kidz Kove will never distribute any personal information to outside agencies and will only send communication via email for centre updates.

EMERGENCY POLICY

In the event of any emergency we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made notify parents immediately after emergency help is called. In the event of an evacuation of the centre, the children will be moved a designated site. Please ask your centre's supervisor your child's emergency evacuation site.

Kidz Kove has phones in all of its rooms that parents are encouraged to use at any time during the day. These phones are also used as an alternative means of obtaining emergency assistance such as calling 9-1-1.

DROP OFF AND PICK UPS

When bringing your child to the centre, you are responsible to deliver your child their class. Please ensure their belongings are in the proper designated place. Children must also be signed in and out of their classroom. Persons not listed on your child's registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email or in extreme situations, the supervisor or person in charge will call you back to confirm identity and then release child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child, the centre will offer to call a taxi or help find an alternate pick up person.

Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by Kidz Kove at end of day. For example, if an illness/accident/incident report is to be signed at pickup, the authorized pick up will be required to provide their acknowledgement of this report. It is the parent's responsibility to retrieve this information from the authorized pick up as they see necessary.

SUNBLOCK

Our staff will be applying sunblock to the children as authorized and instructed on each child's registration package. Kidz Kove expects parents to apply sunblock to their children each morning before leaving the house.

OUTDOOR ACTIVITY

Children participate in outdoor activities for at least two hours daily, weather permitting. Please provide seasonally appropriate clothing such as a hat, gloves, snowpants, jacket, and boots in winter, a hat with a

brim

during summer and rain boots during wet seasons. While we do not go outside while it is raining, children will go outside after it has rained thus the ground may be wet. As well, Kidz Kove asks that a supply of extra clothing and swimming diapers during the summer time is provided for water play at the centre, unless a parent of the child advises otherwise in writing.

INCLEMENT WEATHER

Childcare centres across Ontario implement an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous. Kidz Kove's foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centres.

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services. Kidz Kove will try to take direction from local school boards thus if your local school board cancels transportation; we too shall cancel our transportation. If your local school board is closed due to the severe weather, we too shall not operate. However, Kidz Kove reserves the right to deem conditions unsafe to operate if we feel necessary.

On severe weather day's we ask all our families to please call the centre before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

Outdoor Temperature

Winter cut-off (temperatures include wind chill)

Infants

Colder than -10°C. Supervisor will use their discretion to assess the conditions of sidewalks and roadways if children are going for a walk and access the playground condition if they are staying within the playground confines. Wind gusts should not exceed 40 km/hour.

Toddlers

Colder than -15°C. Temperatures between -15°C and -20°C and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Preschool, Kindergarten and School Age

Colder than -18°C. Temperatures between -18 and -20°C and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Summer Cut-Off (including humidex)

Infants

Hotter than +25°C when on a walk. However, if the temperature readings are between +25°C and +28°C the supervisor will use their discretion when using the playground (seek shade, offer water, water play and limit time outdoors). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

Toddlers, Preschool, Kindergarten and School Age

Hotter than +32°C. During the hotter month's teachers are to ensure their child has water ready to go outside with them. However, if the temperature readings are between +32°C and +35°C the supervisor will use their discretion (limit time outdoors, seek shade, offer water and water play, squirt bottles, etc.). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50.

The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply sunscreen to their child in the morning and the teachers will reapply it in the afternoon (as long as the parent has signed emergency card indicating the use of the sunblock). A bottle of sunscreen is labeled and kept at the centre. Please check the expiry dates on the sunscreen. Absolutely **no AVEENO** sunscreen is permitted at Kidz Kove as it contains arachidyl alcohol which derives frompeanuts.

CLOTHING POLICY

Since the focus of our program is active involvement, we recommend that your child be dressed comfortably, casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/ winter months to avoid slips and falls in the classroom. During the summer months, we ask that **NO flip flops/ open backed footwear** is to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety.

The children will be playing on the grass, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. Kidz Kove will not be held responsible for soiled clothing.

Please label all your child's clothing including boots, tops and underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

PERSONAL ITEMS AND TOYS

All personal items brought from home (personal stuffed animals, blankets, etc.) must be labelled with the child's name. Toys brought in for show and tell should not be of a violent nature. Kidz Kove will not be held responsible for any lost or broken articles brought from home. Bottles, soothers, sippy cups, or teething rings provided by the parents must be handed to the teacher for labeling (child name) prior to us using it in our programming rooms, any personal items being left unlabeled in the child cubby or hallway will not be used.

SUSPECTED CHILD ABUSE POLICY

In Ontario, it is the law that anyone dealing with children in a professional relationship who suspects a child has been abused, whether suggested by the physical condition or from something the child says, is obliged to call Children's Aid for advice and then to follow that advice. Kidz Kove does not investigate or lay blame; it simply

reports and follows the agency's directions. Similarly, if a parent, staff or other, accuses a staff member of abuse, The role of the Society is to protect children. Most reports to them are followed up if they believe there is substance to them. Kidz Kove may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be proven through an investigation by the Children's Aid Society.

CONFIDENTIALITY POLICY

All information about your child and family members provided to Kidz Kove staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper etc.). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

COMPLAINT RESOLUTION PROCEDURES

At Kidz Kove, we strive to give children the best possible care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our supervisors are always available to speak with families regarding any of these and can be reached either by phone, email or in person. We ask that you bring any and all concerns regarding the operations of Kidz Kove directly to the centre supervisor where your questions may be answered, your comments received and your concerns dealt with. Should the supervisor not be able to answer your question or treat your concerns, you may reach the Director of the centre. Together we can work together to create the best possible childcare centre where you can feel comfortable to leave your children.

CHANGE OF INFORMATION

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contact people and who may or may not pick up your child from the centre. Please remember to keep us informed of any changes to any of this information so that you can be easily reached if necessary.

CENTRE POLICY

Kidz Kove Centre has all internal policies that guide the centre's daily operations. These policies are used and reinforced by all of our staff members and they are available for parents, staff and volunteers' for review at anytime.

WHAT YOUR CHILD WILL NEED AT KIDZ KOVE

- Indoor shoes
- Extra pants, socks, tops, and underwear (kept at the centre)
- Seasonally appropriate outdoor clothing (rain coat/boots, snow suit/boots, hats, gloves, scarfs, etc.)
- 6 or more diapers per day for infants and toddlers who are not toilet trained
- Diapering cream and baby wipes, sunscreen
- Training pants during toilet training
- Formula, bottles, sippy cups

ADDITIONAL INFORMATION*

Please keep this manual as a record for yourself and sign that you have read, understand, and agree to abide these policies in your parent registration package.

We look forward to providing a smooth-running program and a happy, stimulating environment for your child. Please feel free to speak to the centre's supervisor with any comments or concerns you may have.

Signature of Parent/Guardian

Date

RATES - (Rates are subject to change on the 1 day of January of every year)

Please note that our centre **accepts subsidy** through the Region of Peel.

Deposit- Kidz Kove childcare Centre will require all families to pay a \$500 deposit to be held and used towards the last month of service upon withdrawal given to the the centre (60 day notice).

Kidz Kove Childcare is pleased to **participate in the Canada Wide Early Learning Childcare Agreement**, which aims at reducing childcare fees across Canada. Your 2025 rate is \$22 per day

RATES AS OF JANUARY 1, 2025

Fee	Monthly Payments				
	Two Days	Three Days	Four Days	Full Time	Daily
Infant (up to 18mths)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Toddler (18 up to 30 months)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Preschool (up to & Inc. 5 yrs.)	N/A	\$22 per day	\$22 per day	\$22 per day	22
Half Day (7am to 12pm or 1pm to 6pm)	Toddler=\$22 per day, Preschool=\$22 per day				
	Before & After School excluding school holidays			\$N/A	N/A

KIDZ KOVE CHILDCARE CENTRE

Safe Arrival and Dismissal Policy and Procedures

Name of Childcare Centre: KIDZ KOVE CHILDCARE CENTRE Date
Policy and Procedures Established: OCTOBER 1, 2019 Date Policy
and Procedures Updated: NOVEMBER 30, 2023

Purpose

This policy and procedures help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Kidz Kove Childcare Centre will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization to the childcare centre may release the child.
 - Kidz Kove Childcare Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision. In the event the authorized individual is not listed in the child's registration forms, a phone call and an email from the parent/guardian will be required, detailing the full legal name of the individual and their relationship to the child. Until that email is received and confirmed, the child will not be released to that individual.
- When a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.

- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the registration forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change and the pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - The Program Staff (the child's classroom staff) must commence contacting the child's parent/guardian no later than **9:00 am**. Staff shall first reach out to parents/guardians through our internal parent communication tool (Kindertales).
 - If there is no response within 30 minutes, Program Staff will advise the Supervisor or Licensee and a phone call will be placed to the parents/guardians listed on the registration forms.
 - Should there be no answer, the program staff will leave a voicemail, mark the child as absent in attendance, and document the methods used to attempt contact with parent/guardians listed on the registration form. No further actions will be taken by the program staff/supervisor or licensee.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. No further actions will be taken by the Program Staff, Supervisor, or Licensee.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the childcare may release the child. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
 - Once the individual's identification is confirmed, no further actions will be taken by the program staff/supervisor or licensee.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up, the staff shall contact the parent/guardian within **90 minutes**. The program staff, or supervisor or extra ratio support staff, shall contact the parent/guardian with a message through our internal communication tool (Kindertales) and advise that the child is still in care and has not been picked up.
- Where the staff is unable to reach the parent/guardian or an individual who was to pick up the child the staff may wait until the program closes and then refer to the procedures under “where a child has not been picked up and the program is closed”. No further actions will be taken by the program staff/supervisor or licensee.

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Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals, such as the emergency contact person, on the child’s registration file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by **6:30 pm**, the staff shall proceed with contacting the local Children’s Aid Society (**CAS Peel Children’s Aid (24hr/7 days): 905-363-6131 or 888-700-0996**). Staff shall follow the CAS’s direction concerning the next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premise where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the child care centre or home child care premises,**
 - (i) to individuals indicated by a child's parent, or**
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**
- (b) sets out the steps that must be taken if,**
 - (i) a child does not arrive as expected at the centre or home child care premises, or**
 - (ii) a child is not picked up as expected from the centre or home child care premises.**

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the *Child Care and Early Years Act, 2014* (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each childcare centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Emergency Management Policy and Procedures

Name of Child Care Centre: KIDZ KOVE CHILDCARE CENTRE

Date Policy and Procedures Established: DECEMBER 2017

Date Policy and Procedures Updated: September 17, 2025

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Executive Director/Supervisor: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the centre (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: on the south east side grassy area facing Tomken Rd, beside Subway/playground (only to be used if evacuation sites are not safe to use).

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

First Location: Church's Chicken: 4572 Tomken Rd, Mississauga, (905) 206-0009. Located directly beside of the centre

Second Location: Mississauga Hardware: 4568 Tomken Rd, Unit, (905) 238-6523. Located behind the childcare facility

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different from those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Executive Director/Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by Management in the Fire/Emergency Logbook

Additional Policy Statements

The centre conducts monthly fire drills during the period of January to December.

A back pack will be taken with the program staff, whenever they exit the building - playground, walks and fire drills.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none">1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.3) Staff inside the child care centre must:<ul style="list-style-type: none">• remain calm;• gather all children and move them away from doors and windows;• take children's attendance to confirm all children are accounted for;• take shelter in closets and/or under furniture with the children, if appropriate;• keep children calm;• ensure children remain in the sheltered space;• turn off/mute all cellular phones; and• wait for further instructions.4) If possible, staff inside the program room(s) should also:<ul style="list-style-type: none">• close all window coverings and doors;• barricade the room door;• gather emergency medication; and• join the rest of the group for shelter.5) The Executive Director/Supervisor or designated staff will immediately:<ul style="list-style-type: none">• close and lock all child care centre entrance/exit doors, if possible; and• take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>

Emergency Situation	Roles and Responsibilities
<p>Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The Executive Director/Supervisor or designated staff must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children; • take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children’s attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

Emergency Situation	Roles and Responsibilities
<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the nearest exit, inform emergency personnel and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Executive Director/Supervisor or designated staff must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If Executive Director/Supervisor is not already on site, the site designate must contact the Executive Director/Supervisor to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Centre Executive Director(s): phone number available on staff list

Centre Supervisor: phone number available on staff list

See Appendix A for comprehensive list of local emergency response agencies.

- 4) Where any staff, students and/or volunteers are not on site, Executive Director / Supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) The Executive Director, Supervisor or centre designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given

Procedures

- 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.
- 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.
- 3) Staff must:
 - take attendance to ensure all children are accounted for;
 - escort children back to their program room(s), where applicable;
 - take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and
 - re-open closed/sealed blinds, windows and doors.
- 4) The Executive Director / Supervisor will determine if operations will resume and communicate this decision to staff.

Communication with parents/guardians

- 1) As soon as possible, possible, the Executive Director, Supervisor or designated staff must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, possible, the Executive Director, Supervisor or designated staff must provide a notice of the incident to parents/guardians by email or memo.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the Executive Director, Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given

Procedures	<ol style="list-style-type: none">1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.4) Executive Director / Supervisor will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.5) Upon arrival at the evacuation site, staff must:<ul style="list-style-type: none">• remain calm;• take attendance to ensure all children are accounted for;• help keep children calm;• engage children in activities, where possible;• conduct ongoing visual checks and head counts of children;• maintain constant supervision of the children;• keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and• remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none">1) Upon arrival at the emergency evacuation site, the Executive Director, Supervisor or designated staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.2) Where possible, the Executive Director, Supervisor will update the child care centre’s voicemail box and send an email as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Additional Procedures for Next Steps During an Emergency

Children’s accidents/injuries will be recorded in program logbooks and on appropriate paperwork when available. Water and non-perishable snacks which are kept in the emergency back packs will be supplied to the children and also record on appropriate paperwork when available.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	<ul style="list-style-type: none">• the Executive Director/Supervisor will notify parents/guardians that the centre has reopened and will be resuming normal operations• the Ministry of Education Program Advisor will be notified.• if necessary, the Centre's insurance company will be notified
Procedures for Providing Support to Children and Staff who Experience Distress	<ul style="list-style-type: none">• Individuals (child, parent/guardian, staff) who experience distress as a direct result of the emergency situation should reach out to the Executive Director/Supervisor• Executive Director/Supervisor will be available to individually support and seek appropriate resources as needed for children, families and staff.• all support efforts will be documented for staff and family files.
Procedures for Debriefing Staff, Children and Parents/Guardians	<ul style="list-style-type: none">• the Executive Director/Supervisor must debrief staff, children and parents/guardians after the emergency• any further information on the situation will be shared, questions answered and support provided if needed.• parents/guardians will be debriefed via email as soon as reasonably possible• if possible, staff will be debriefed the same day or as soon as possible

APPENDIX A

Emergency Telephone Numbers

All emergencies **911**

Contact	Telephone Number
POISON CONTROL (NON-EMERGENCY)	1-800-268-9017
PEEL REGION POLICE (NON-EMERGENCY)	905-453-3311
FIRE AND EMERGENCY (NON-EMERGENCY)	905-615-3777
PEEL REGIONAL PARAMEDIC SERVICES (NON-EMERGENCY)	1-800-668-7821
PEEL MEDICAL OFFICER OF HEALTH	905-799-7700
CREDIT VALLEY HOSPITAL	905-813-2200
MISSISSAUGA HOSPITAL (TRILLIUM)	905-848-7100
MINISTRY OF EDUCATION	1-800-387-5514
TELEHEALTH ONTARIO	1-866-797-0000
MINISTRY OF EDUCATION	1-800-387-5514
CENTRE DIRECTOR	647-206-1385
TAXI (ALL STAR)	905-602-0000
PEEL DISTRICT SCHOOL BOARD	905-890-1010
BUILDING/FACILITIES MANAGEMENT	905-206-1001
ENBRIDGE GAS	1-877-362-7434
ENERSOURCE	905-273-9050
MISSISSAUGA TRANSIT	905-615-4636
GO TRANSIT	1-888-438-6646
MISSISSAUGA COMMUNITY CARE ACCESS CENTRE	905-855-9090
TORONTO PEARSON INTERNATIONAL AIRPORT	1-866-207-1690